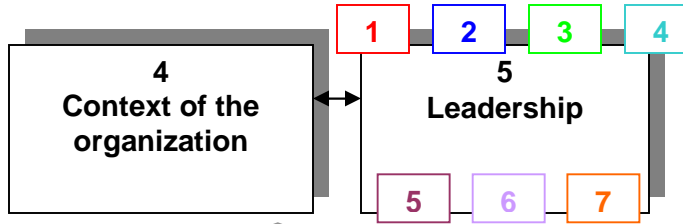
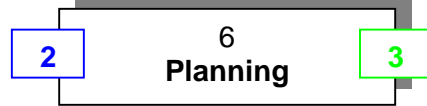


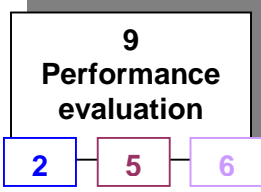
4.1 Understanding the organization and its context
4.2 Understanding the needs and expectations of interested parties
4.3 Determining the scope of the quality management system
4.4 Quality management system and its processes



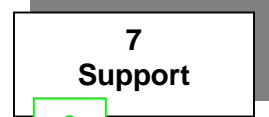
5.1 Leadership and commitment
5.2 Policy
5.3 Organizational roles, responsibilities and authorities



6.1 Action to address risks and opportunities
6.2 Quality objectives and planning to achieve them
6.3 Planning of changes



9.1 Monitoring, measurement, analysis and evaluation
9.2 Internal Audit
9.3 Management Review

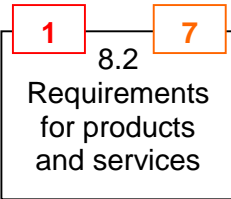
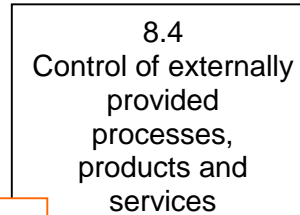


7.1 Resources (General, People, Infrastructure, Environment, Measuring Resources, Knowledge)
7.2 Competence
7.3 Awareness
7.4 Communication

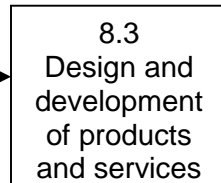


8.1 Operational planning and control

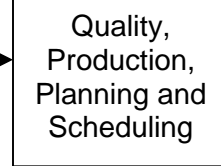
8.4.1 General
8.4.2 Type and extent of control
8.4.3 Information for external providers



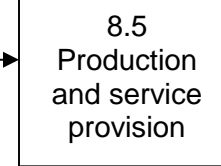
8.2.1 Customer communication
8.2.2 Determining the requirements for products and services
8.2.3 Review of the requirements for products and services
8.2.4 Changes to requirements for products and services



8.3.1 General
8.3.2 Planning
8.3.3 Inputs
8.3.4 Controls
8.3.5 Outputs
8.3.6 Changes



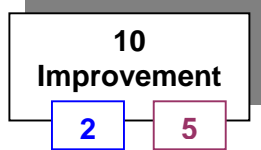
See 8.1, above



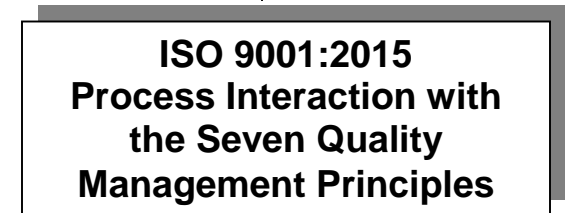
8.5.1 Control of production and service provision
8.5.2 Identification and traceability
8.5.3 Property belonging to customers and external providers
8.5.4 Preservation
8.5.5 Post-delivery activities
8.5.6 Control of changes



7.5 Documented information



10.1 General
10.2 Nonconformity and corrective action
10.3 Continual improvement



1: Customer focus

2: Leadership

3: Engagement of people

4: Process Approach

5: Improvement

6: Evidence based decision making

7: Relationship management